

FIG. 1

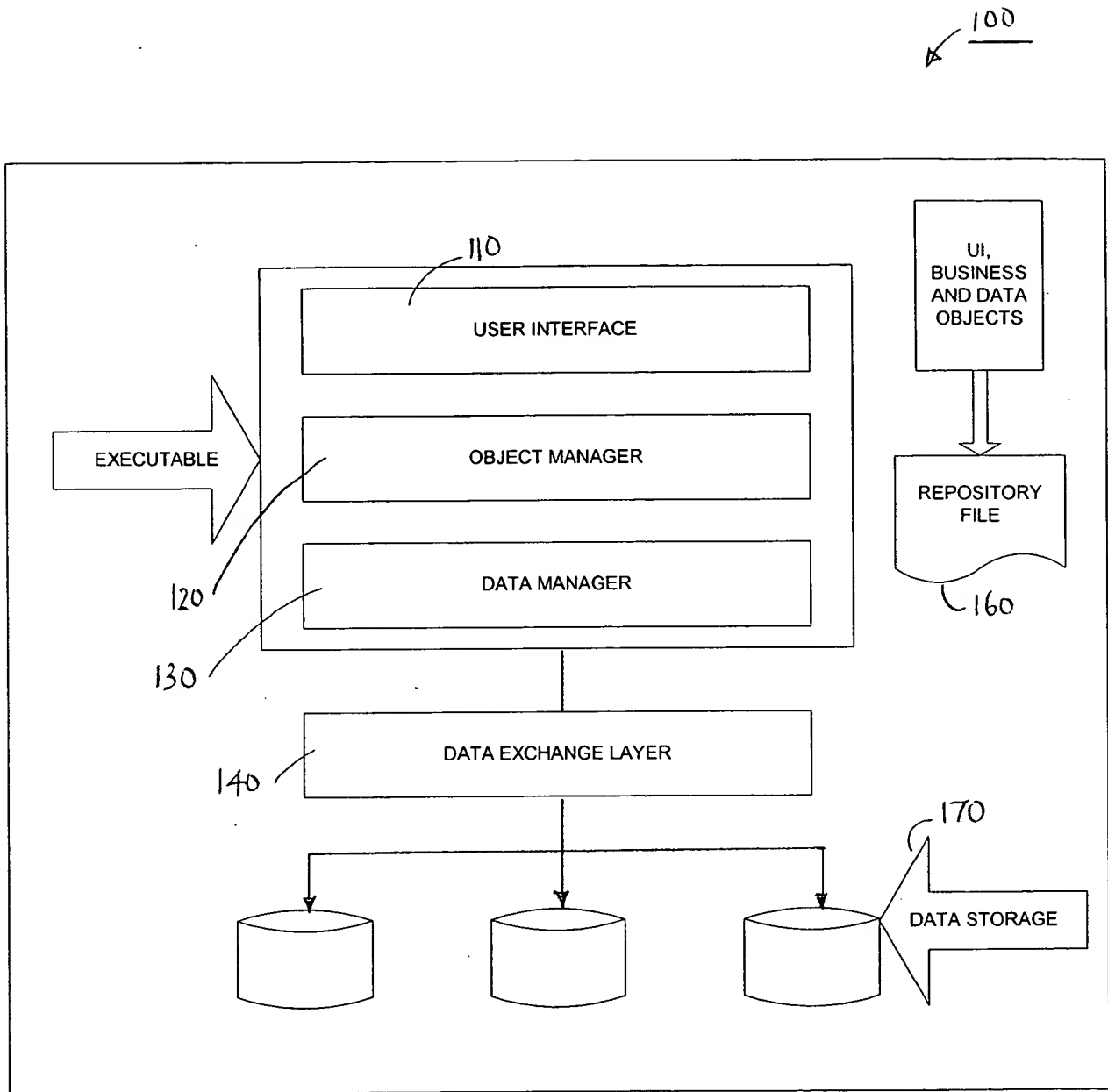


FIG. 1

200

FIG. 1

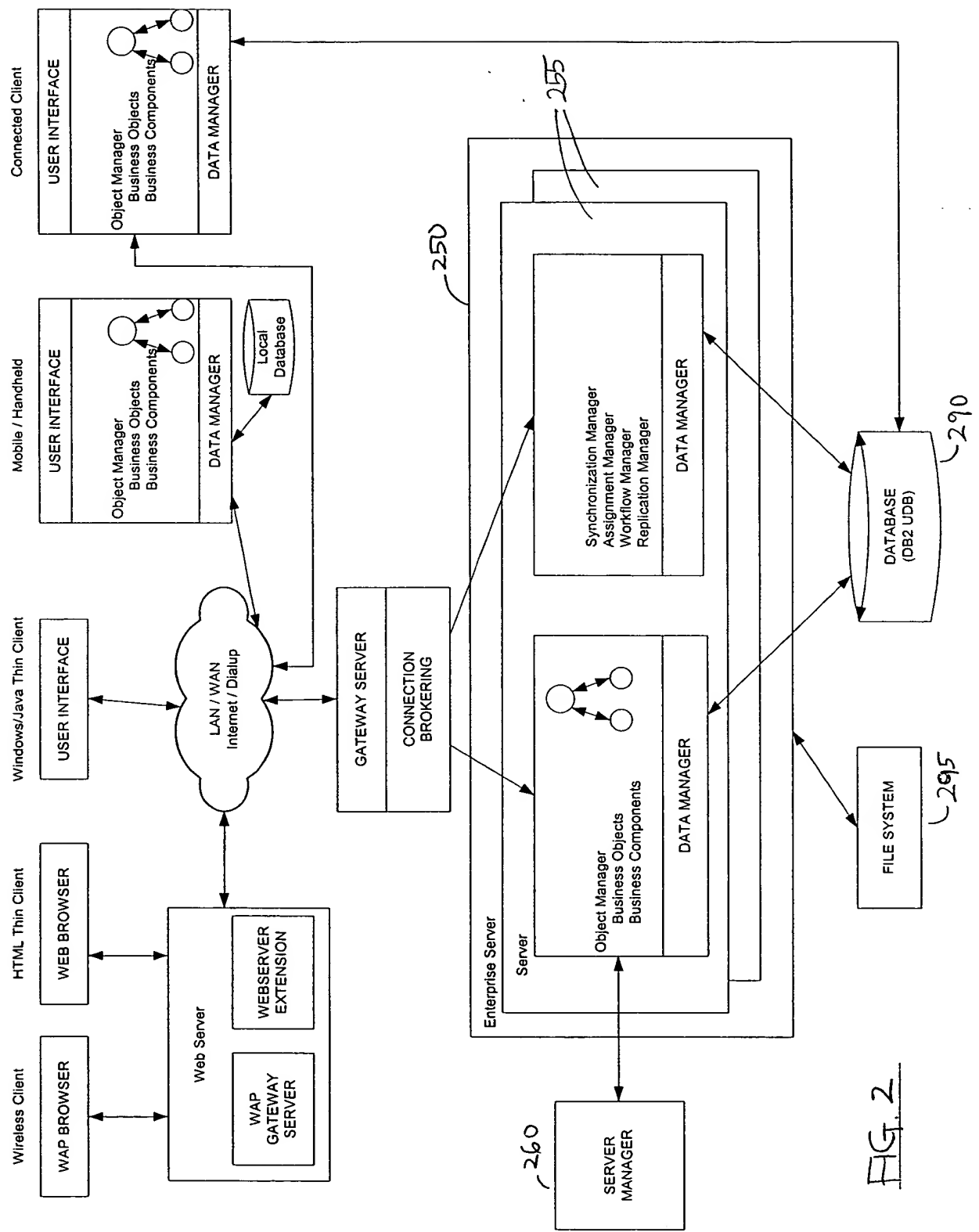
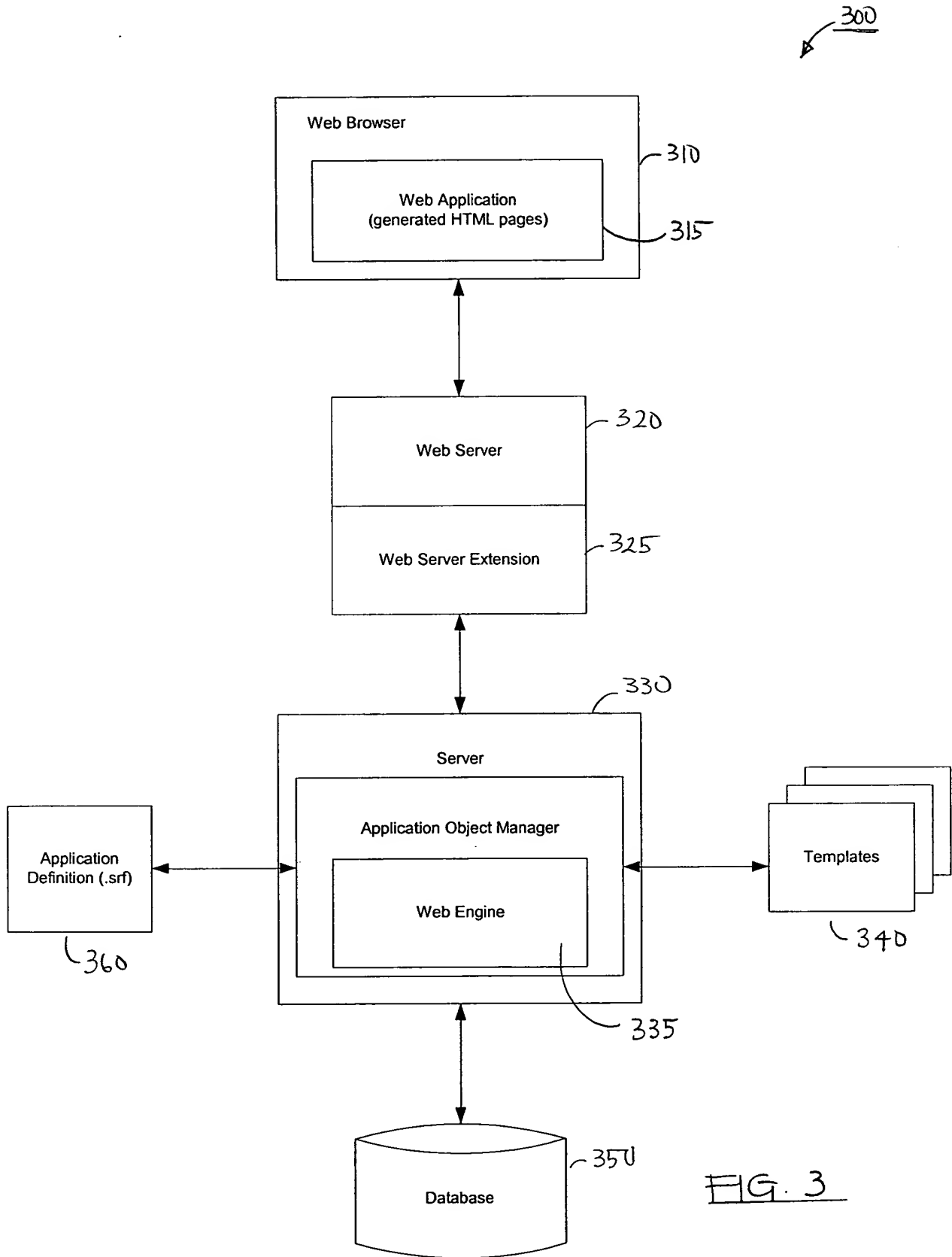


FIG. 2

TOP SECRET



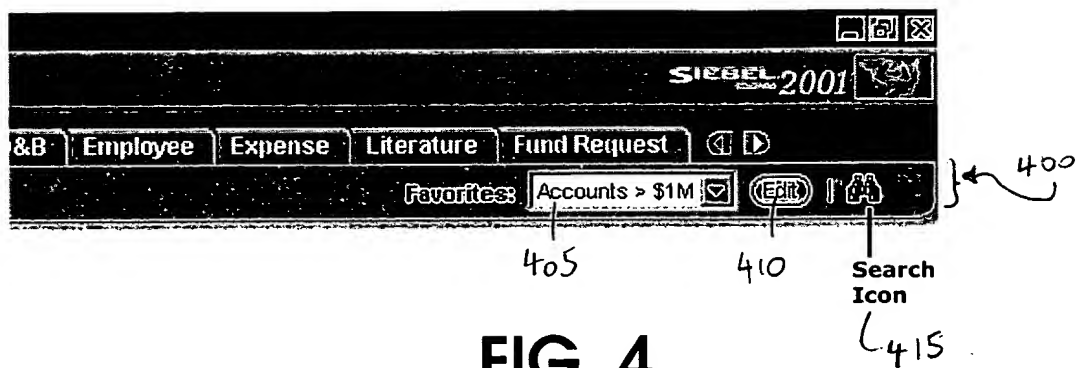


FIG. 4

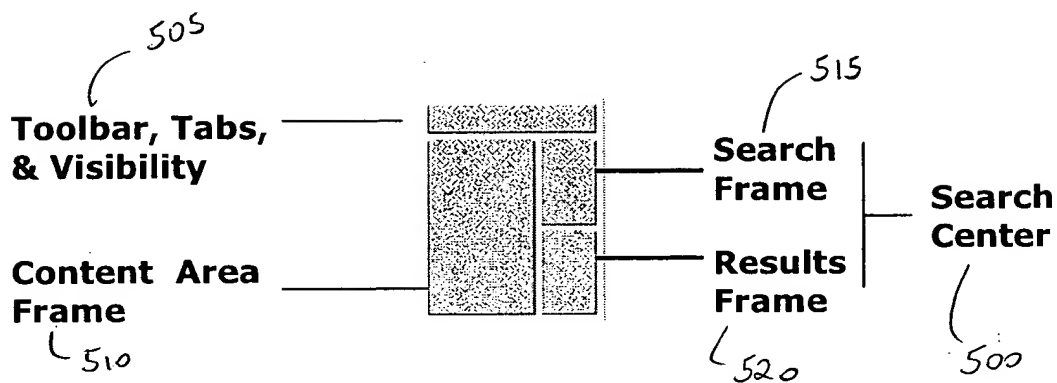


FIG. 5

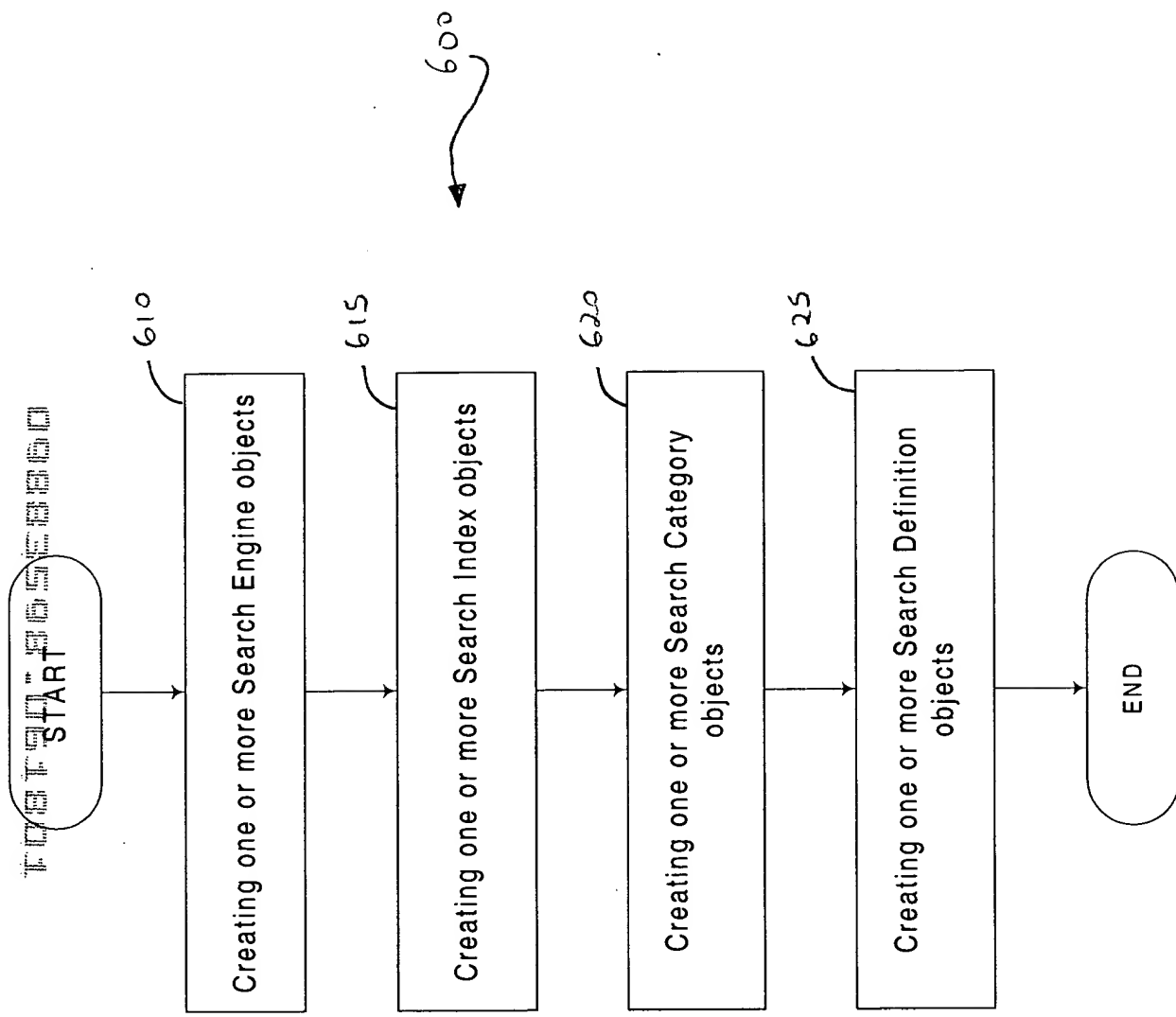


FIG. 6

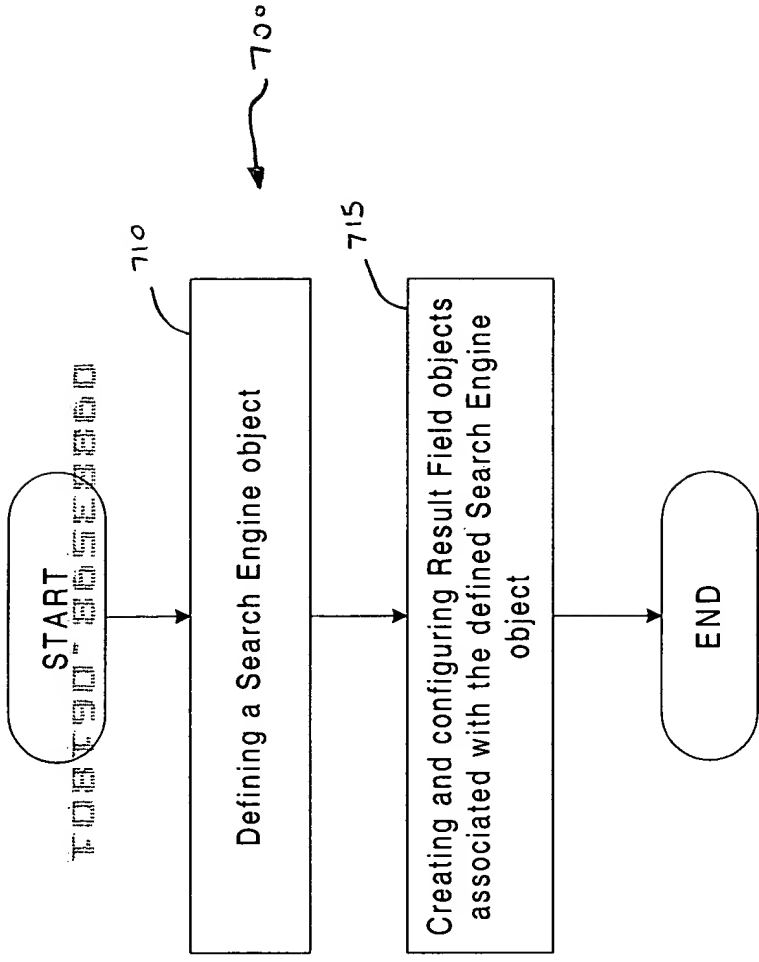


FIG. 7

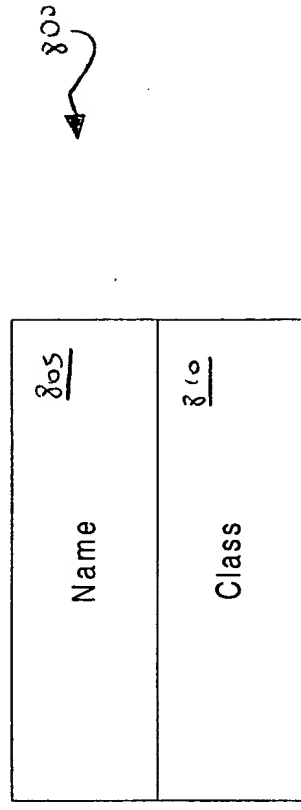


FIG. 8

Column Name	905
Create Column Flag (Optional)	910
Data Type (Optional)	915
Index Mode (Optional)	920
Name	925
Text Length (Optional)	930
Type	935



FIG. 9

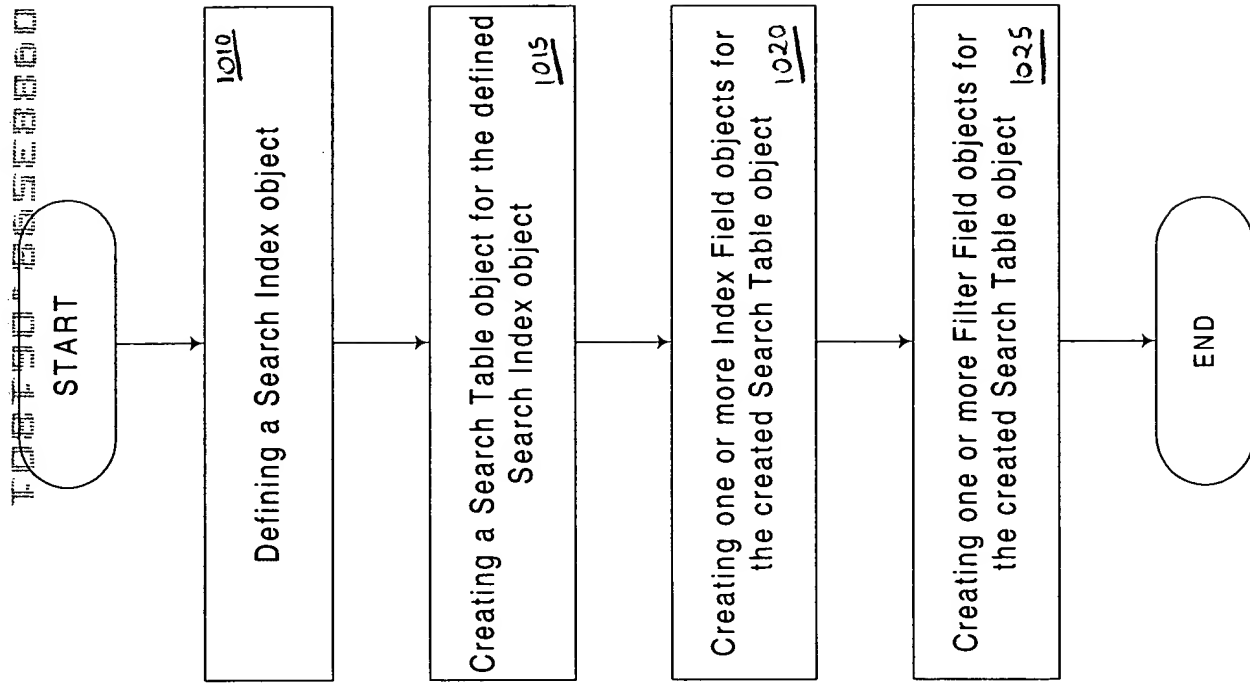


FIG. 10



<u>1105</u>
Name
<u>1110</u>
Index Business Component
<u>1115</u>
Database Table Flag

1100

FIG. 11

<u>1205</u>
Table Name
<u>1210</u>
Engine

1200

FIG. 12

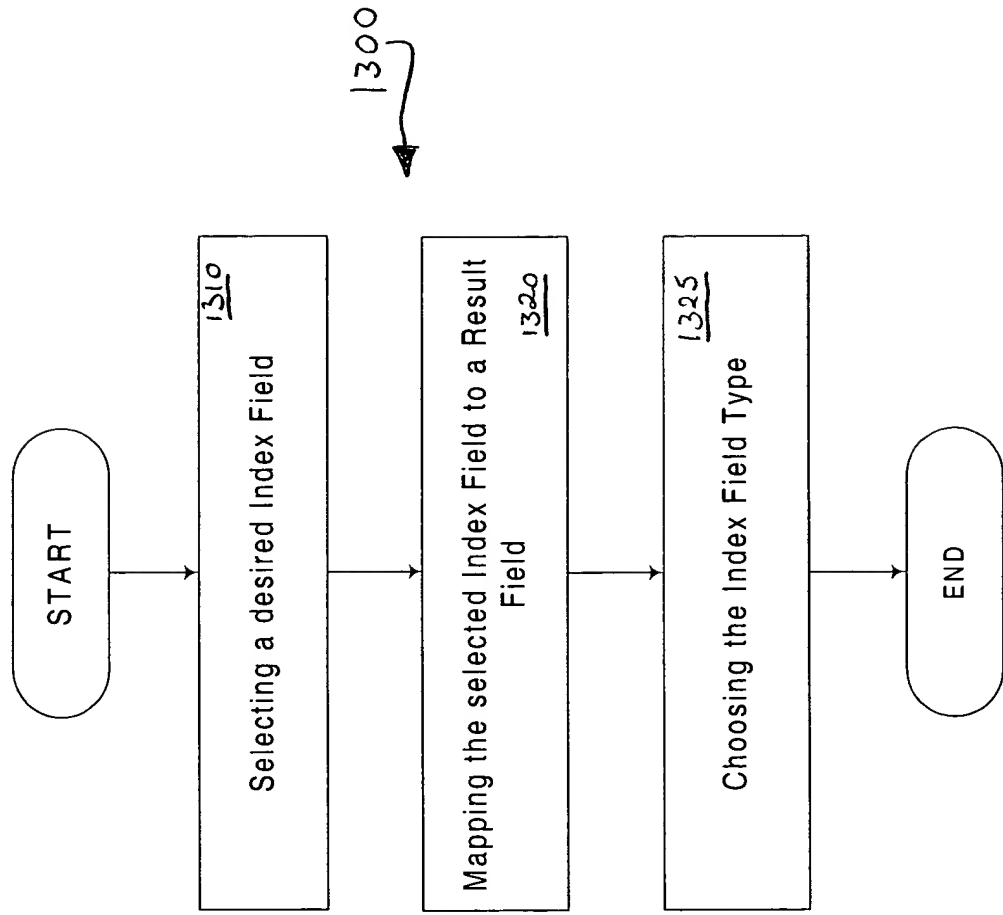


FIG. 13

<u>1410</u> Business Component Field
<u>1415</u> Result Field (Optional)
<u>1420</u> Index Field Type (Optional)
<u>1425</u> Sequence

1400

FIG. 14A

<u>1455</u> Name
<u>1460</u> Column Name
<u>1465</u> Data Type (Optional)
<u>1470</u> Index Mode (Optional)
<u>1475</u> Sequence
<u>1480</u> Text Length (Optional)

1450

FIG. 14B

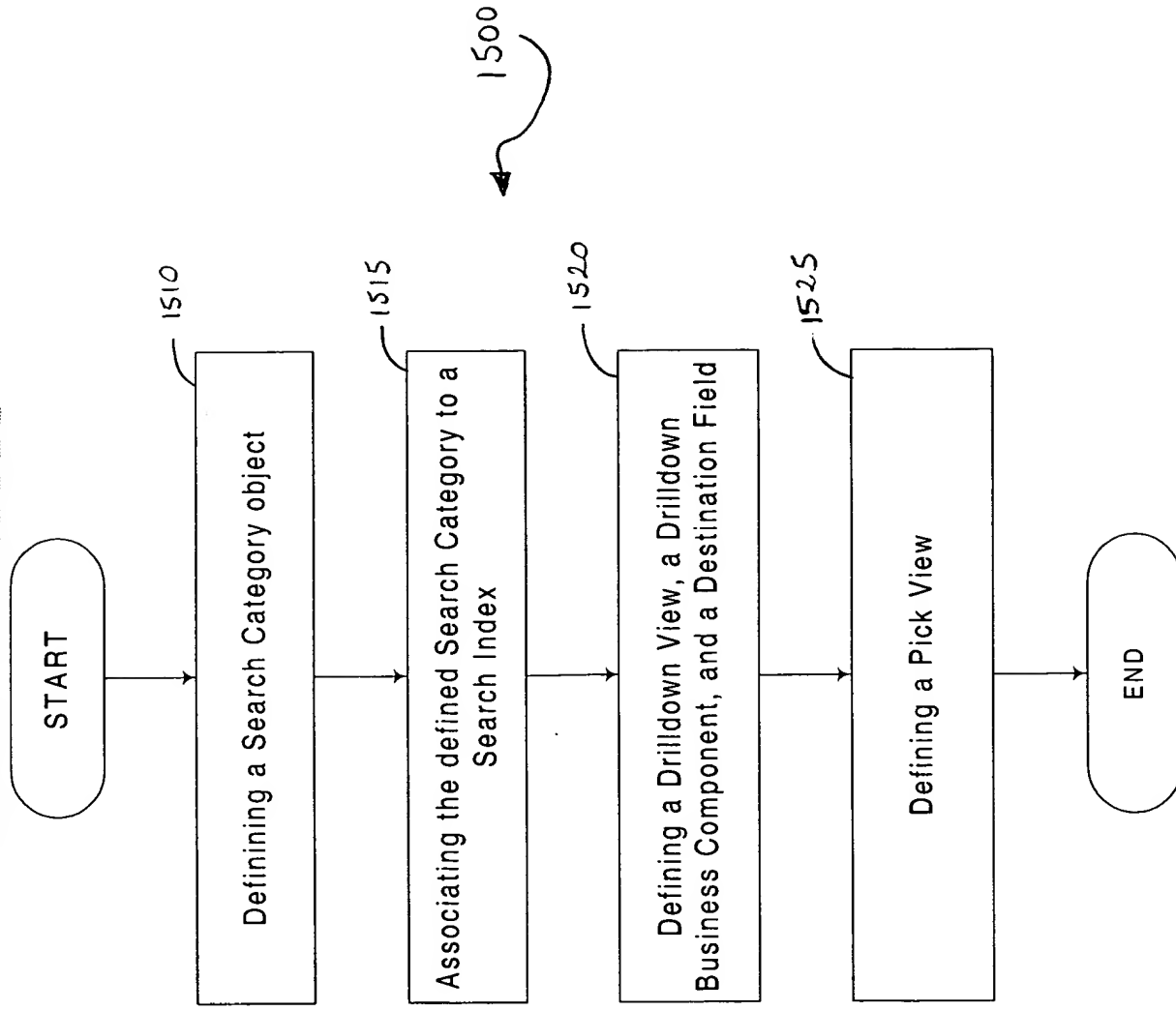


FIG. 15

Name	<u>1605</u>
Search Index	<u>1610</u>
Drilldown Business Component (Optional)	<u>1615</u>
Drilldown View (Optional)	<u>1620</u>
Result Identifier (Optional)	<u>1625</u>

1600

FIG. 16

Applet	<u>1705</u>
View	<u>1710</u>
Name	<u>1715</u>
Destination Field (Optional)	<u>1720</u>

1700

FIG. 17

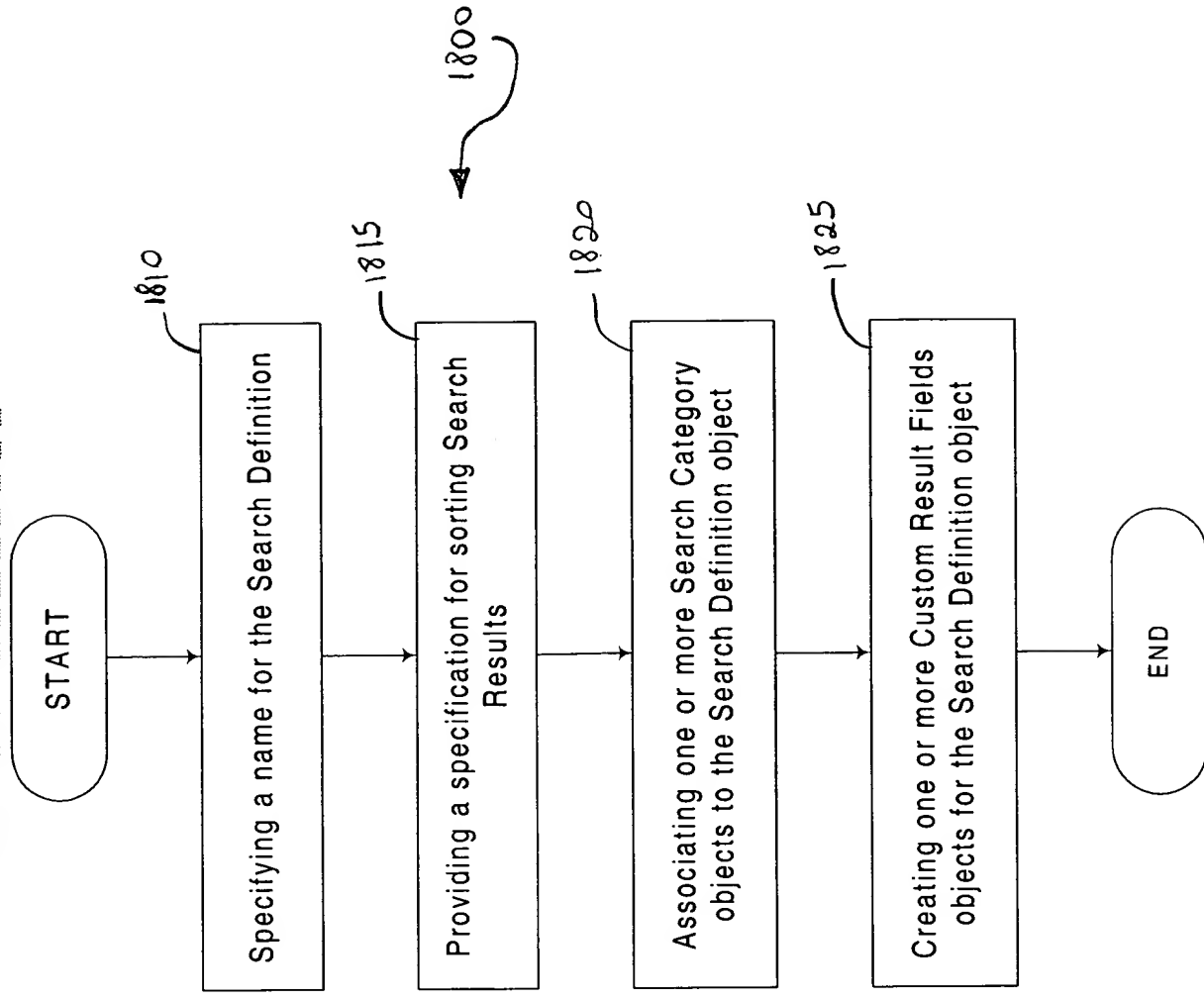


FIG. 18

Name	1905
Display Name	1910
Filter Search Specification (Optional)	1915
Use Filtered Search (Optional)	1920
Sequence (Optional)	1925

1900

FIG. 19



<u>2005</u> Display Name (Optional)	<u>2010</u> Display Format (Optional)	<u>2015</u> Name	<u>2020</u> Scaling Factor (Optional)	<u>2025</u> Sequence	<u>2030</u> Text Alignment (Optional)	<u>2035</u> Use in Search (Optional)	<u>2040</u> Visible (Optional)	<u>2045</u> Width (Optional)
---	---	---------------------	---	-------------------------	---	--	--------------------------------------	------------------------------------

2000

FIG. 20



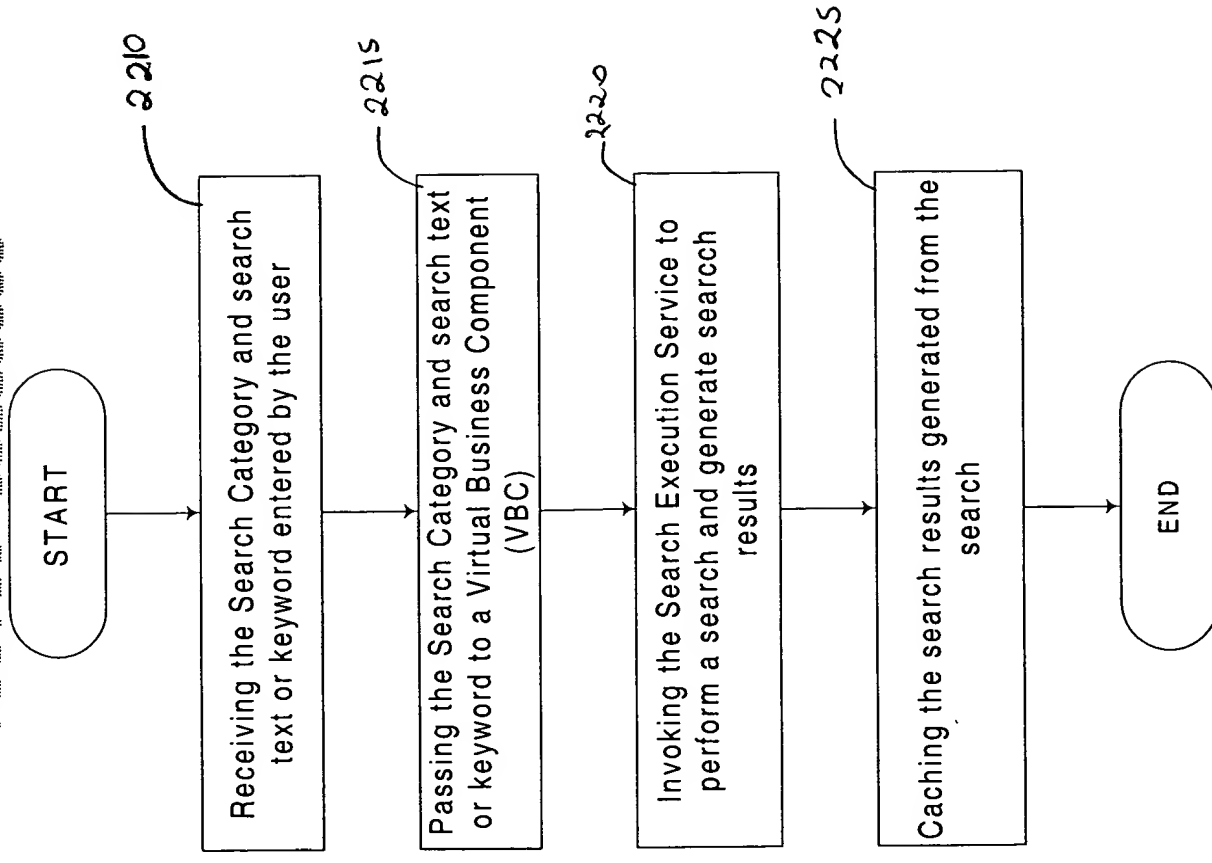


FIG. 22

2300

# RUNTIME OBJECTS

# DESIGN TIME OBJECTS

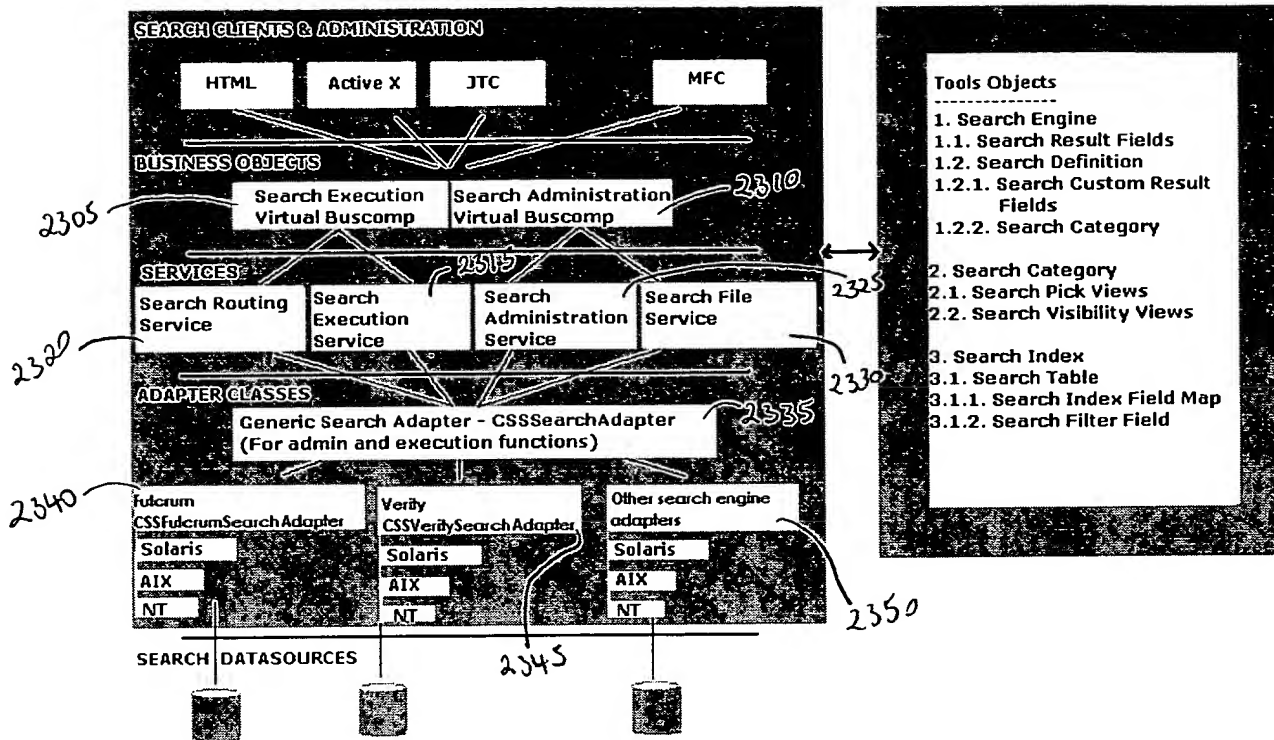


FIG. 23

Search

Look for: All Employees Close Button

Last Name: ☒ Gorman

First Name: ☒ Richard

Division: ☒

☒

☒

Search Save Reset Help

FIG. 24

Search

Look for: <-- Service Request 2505

All Accounts

All Contacts

All Employees

All Opportunities

All Products

Decision Issues

Literature

Resolution Documents

Solutions

Advanced Search

Help

2510

2500

FIG. 25

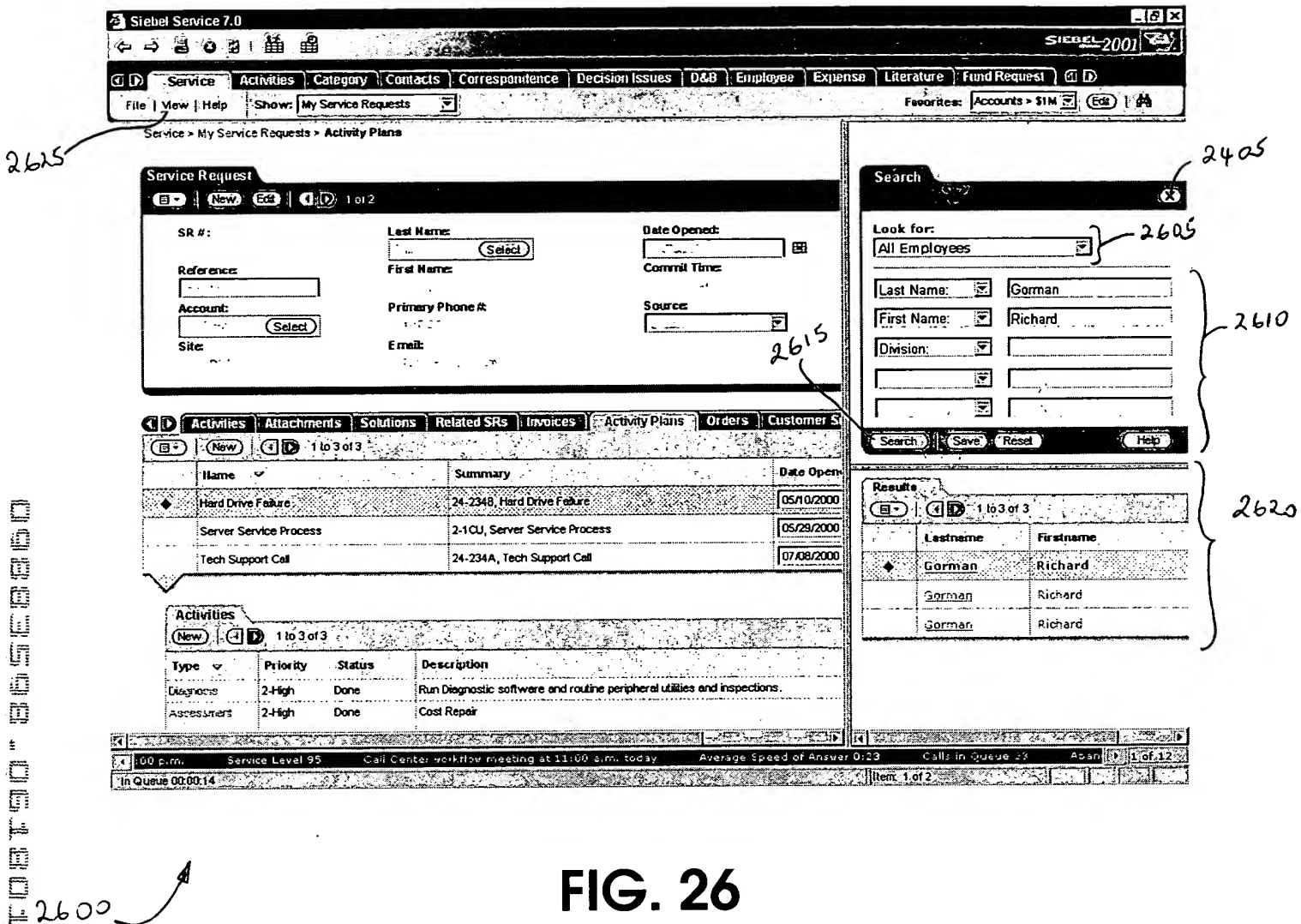


FIG. 26

Siebel Service 7.0

Siebel 2001

Service | Activities | Category | Contacts | Correspondence | Decision Issues | D&B | Employee | Expense | Literature | Fund Request

File | View | Help | Show: My Service Requests

Service > My Service Requests > Activity Plans

2625

**Service Request**

SR #:  Last Name:  Date Opened:

Reference:  First Name:  Commit Time:

Account:  Primary Phone #:  Source:

Site:  E-mail:

**Activities**

Name	Summary	Date Opened
Hard Drive Failure	24-234B, Hard Drive Failure	05/10/2000
Server Service Process	2-1 CU, Server Service Process	05/29/2000
Tech Support Call	24-234A, Tech Support Call	07/08/2000

**Activities**

Type	Priority	Status	Description
Diagnosis	2-High	Done	Run Diagnostic software and routine peripheral utilities and inspections.
Assessment	2-High	Done	Cost Repair

**Search**

Look for:

Advanced Search

Keywords:

hard drive

Inc:

☒ Solutions

☒ Service Requests

☒ Literature

☒ Activities

Save | Reset | Search | Help

**Results**

Type	Summary
Literature	Repairing the WD-26001 Hard C
Literature	2-1 CU, Server Service Process
Literature	50241, WD-26001 Hard Drive
Service Request	24-234B, Tech Support Call
Service Request	24-234A, Tech Support Call
Solution	2-1 CU, Server Service Process

2605

2720

2715

2725

2730

00 p.m. Service Level 95 Call Center work flow meeting at 11:00 a.m. today Average Speed of Answer 0:23 Calls in Queue 27 Absen 1 of 12

In Queue 00:00:14 Item 1 of 2

FIG. 27

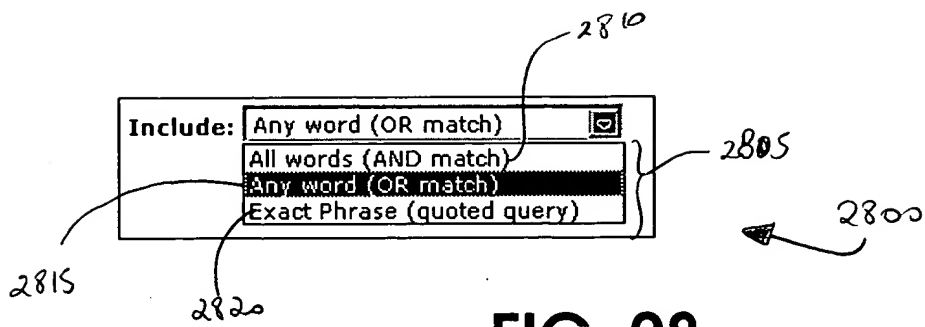


FIG. 28

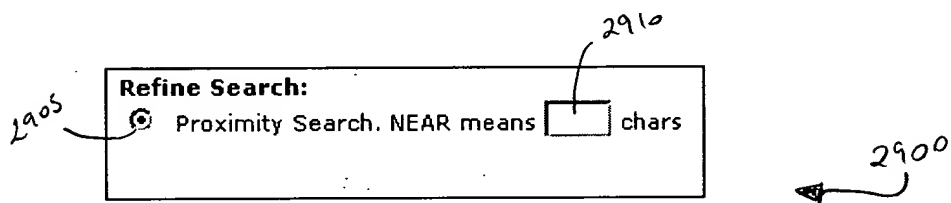


FIG. 29



FIG. 30

3005

3010

3000

http://smqalini42/calcenter/start.swe - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Address http://smqalini42/calcenter/start.swe

File Edit View Go Query Help

Search Indices

Search Indices

Index Settings

Find No Records

Name	Description	Language	Delete
Default Setting		ENU	7

Index (Refresh) (Refresh All) No Records

Name	Index Buscomp	Table Name	Exists	External Location	Index Status	See
Auction Item	Auction Item Detail	FUL_AUCTION				
Catalog Category	Catalog Category	FUL_CAT	✓		205 Records Indexed 0 Records Not Indexed	
Decision Issue	Decision Issue	FUL_DEC	✓		45 Records Indexed 0 Records Not Indexed	
Document		FUL_EXTDOC	✓	ISMQUALINI420\Wadsearch_docs	15 Records Indexed 1 Records Not Indexed	
Literature	Sales Tool	FUL_LIT	✓		5 Records Indexed 4 Records Not Indexed	
Product	Internal Product	FUL_PROD	✓		173 Records Indexed 0 Records Not Indexed	
Resolution Documents	SR Resolution Item	FUL_RESDOC	✓		8 Records Indexed 8 Records Not Indexed	

Done

Start Network Inbox http:// FW: Po... Question D:\saa... Local intranet 8:12 PM

FIG. 30

[illegible]

3100

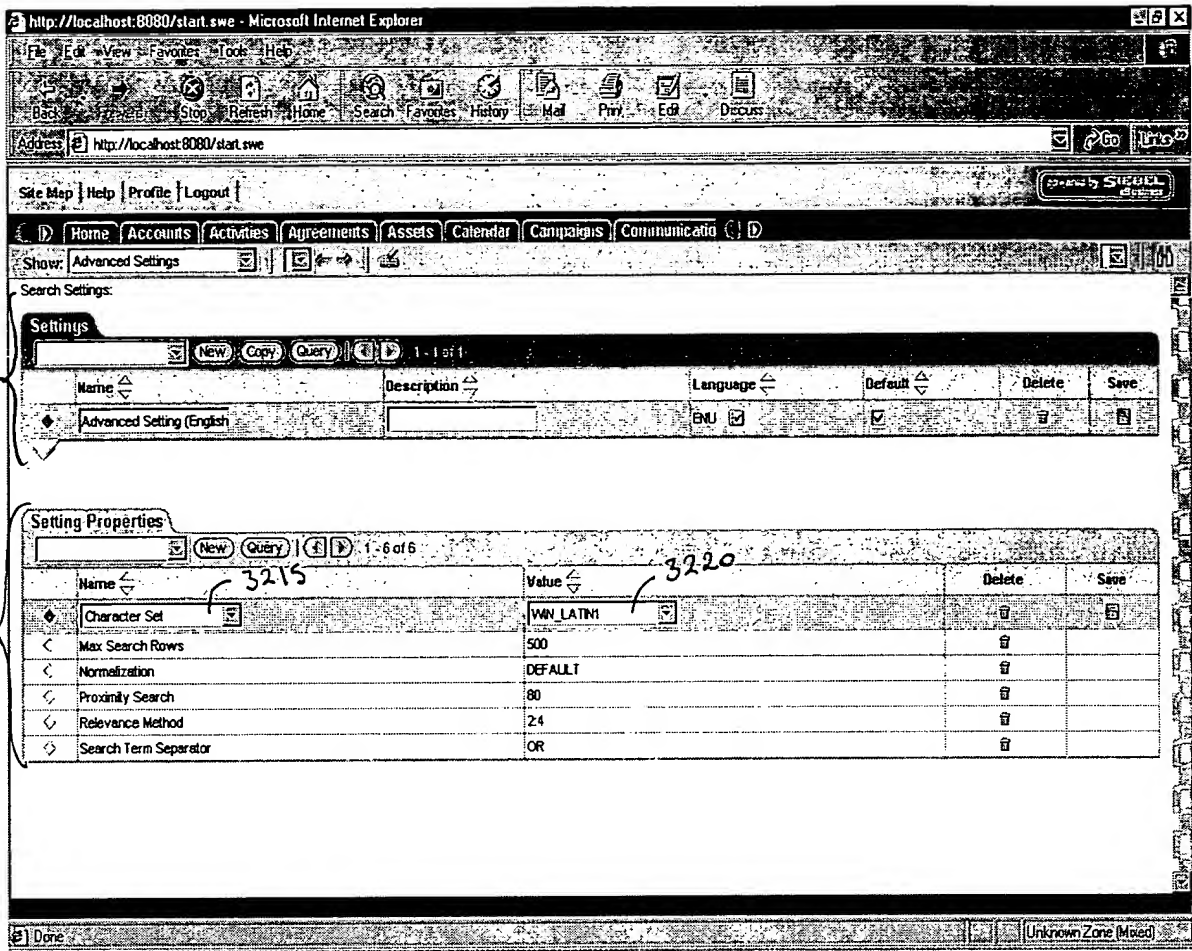


FIG. 32

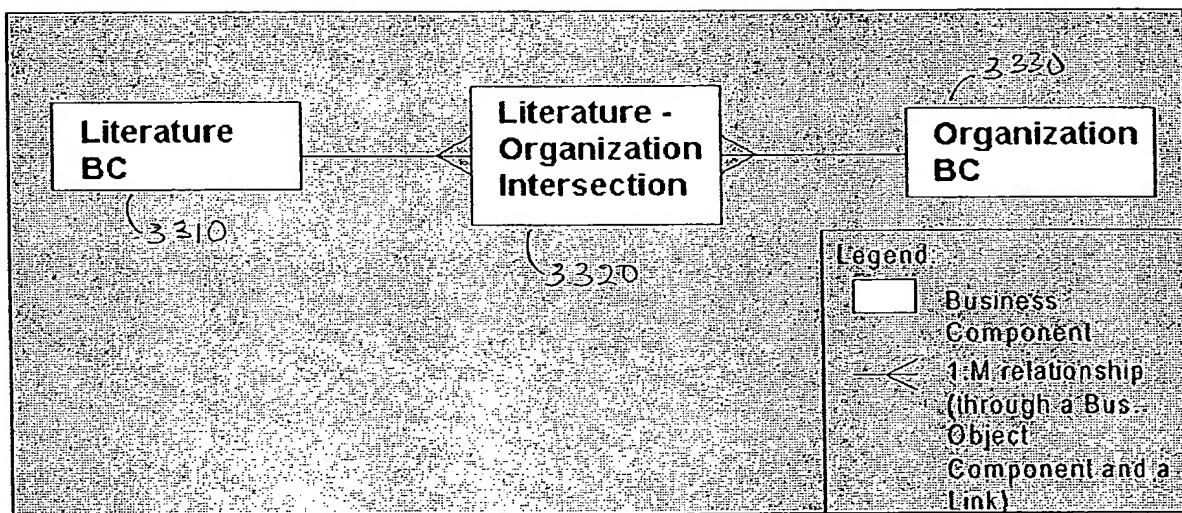
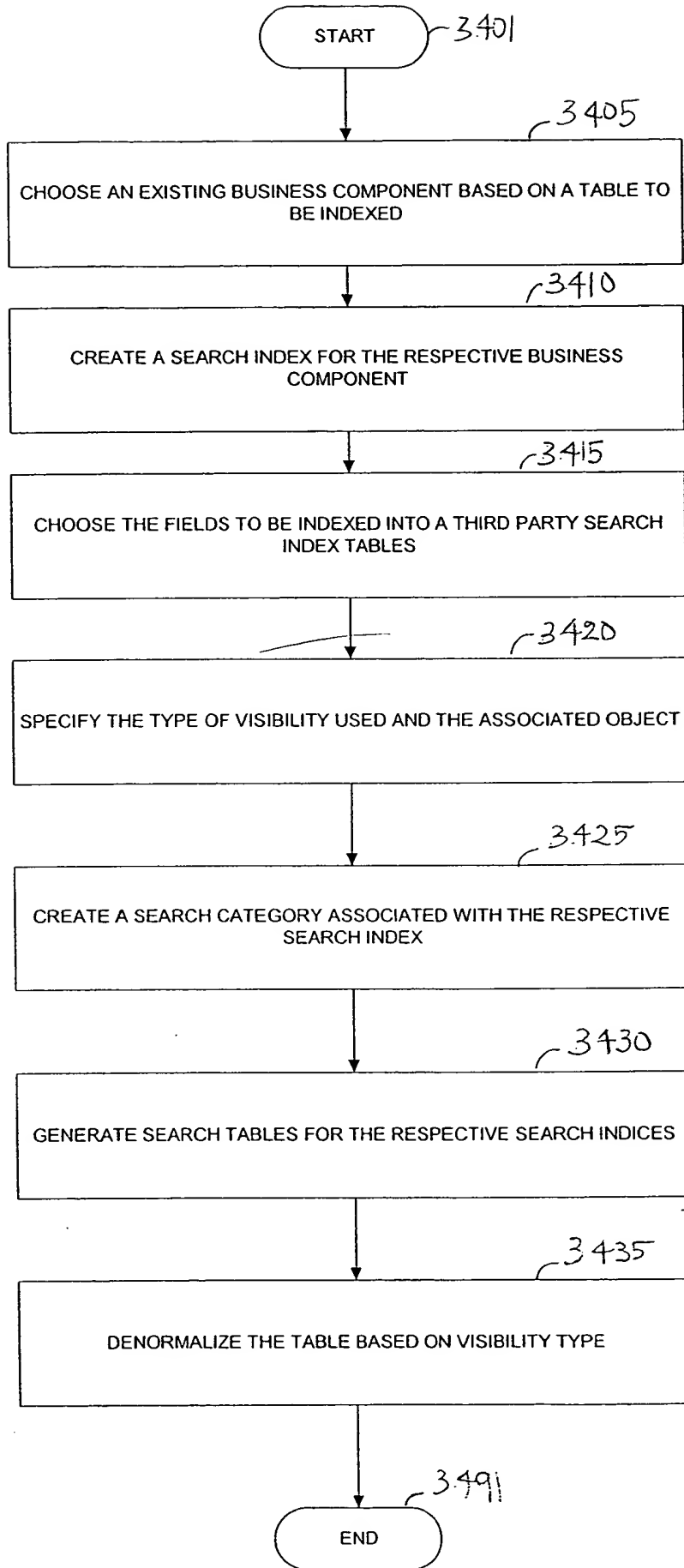


FIG. 33



3400

FIG. 34

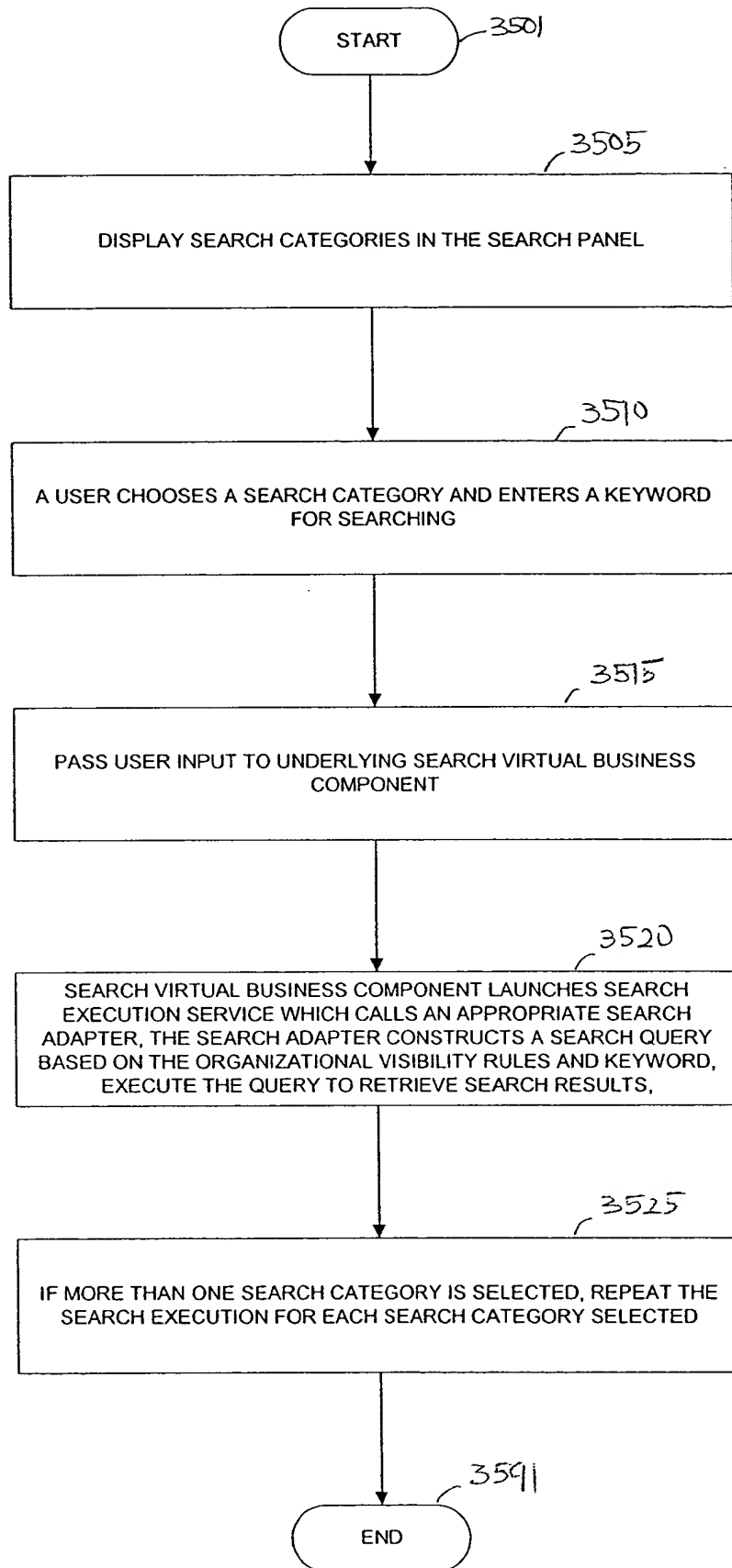
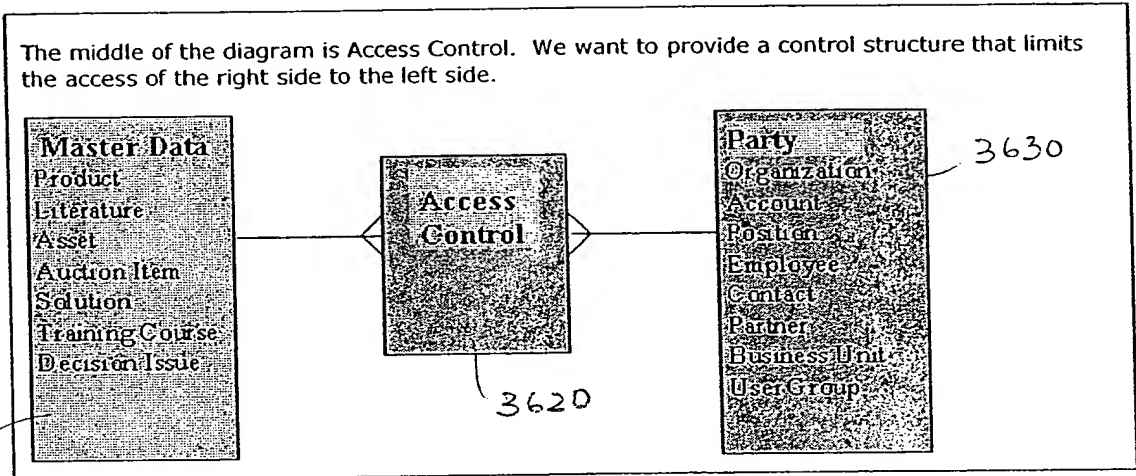


FIG. 35

FOR 90" B55E50

3600

3610



3630

3620

FIG. 36

FIG. 37

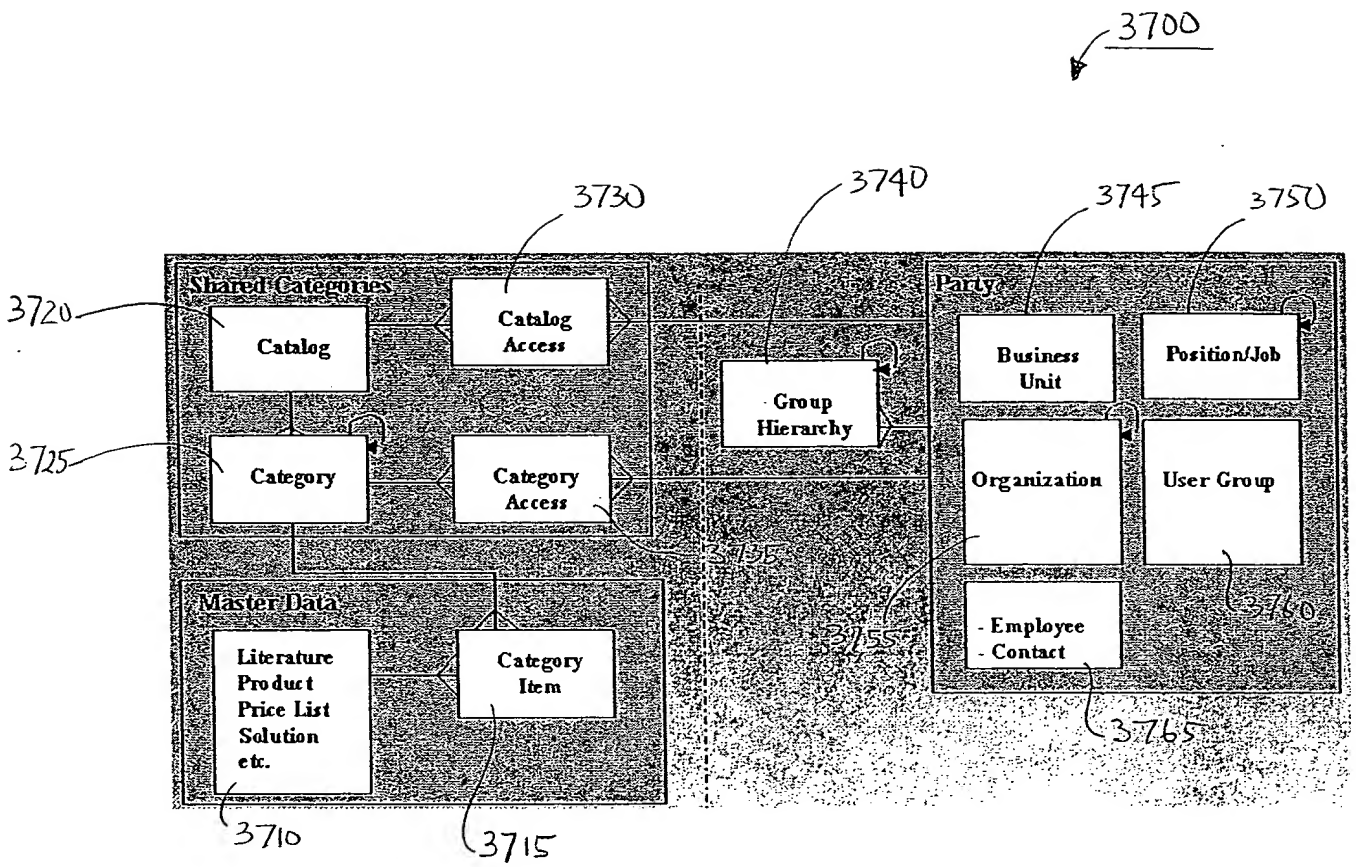


FIG. 37



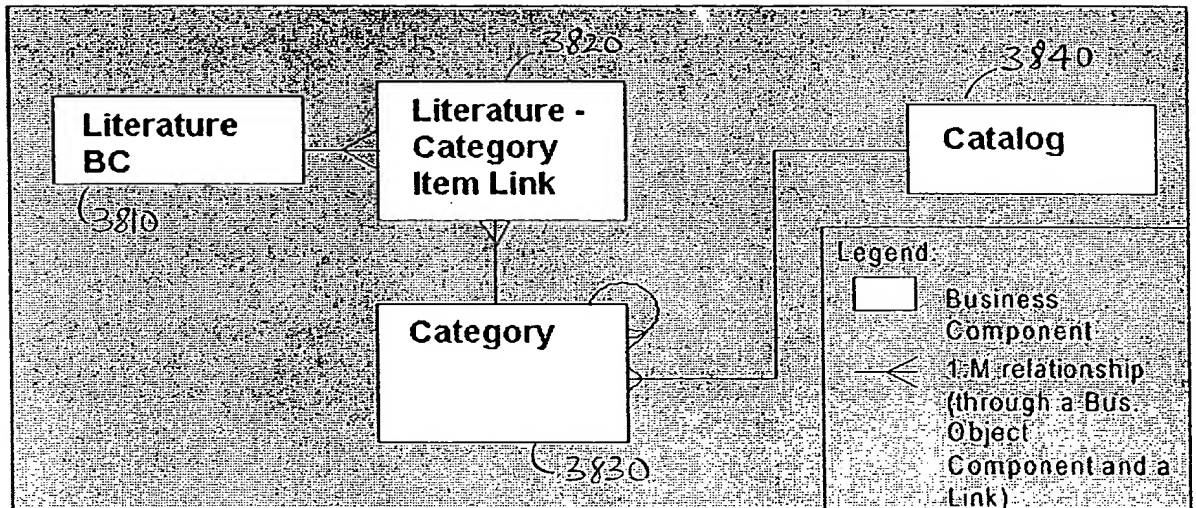


FIG. 38

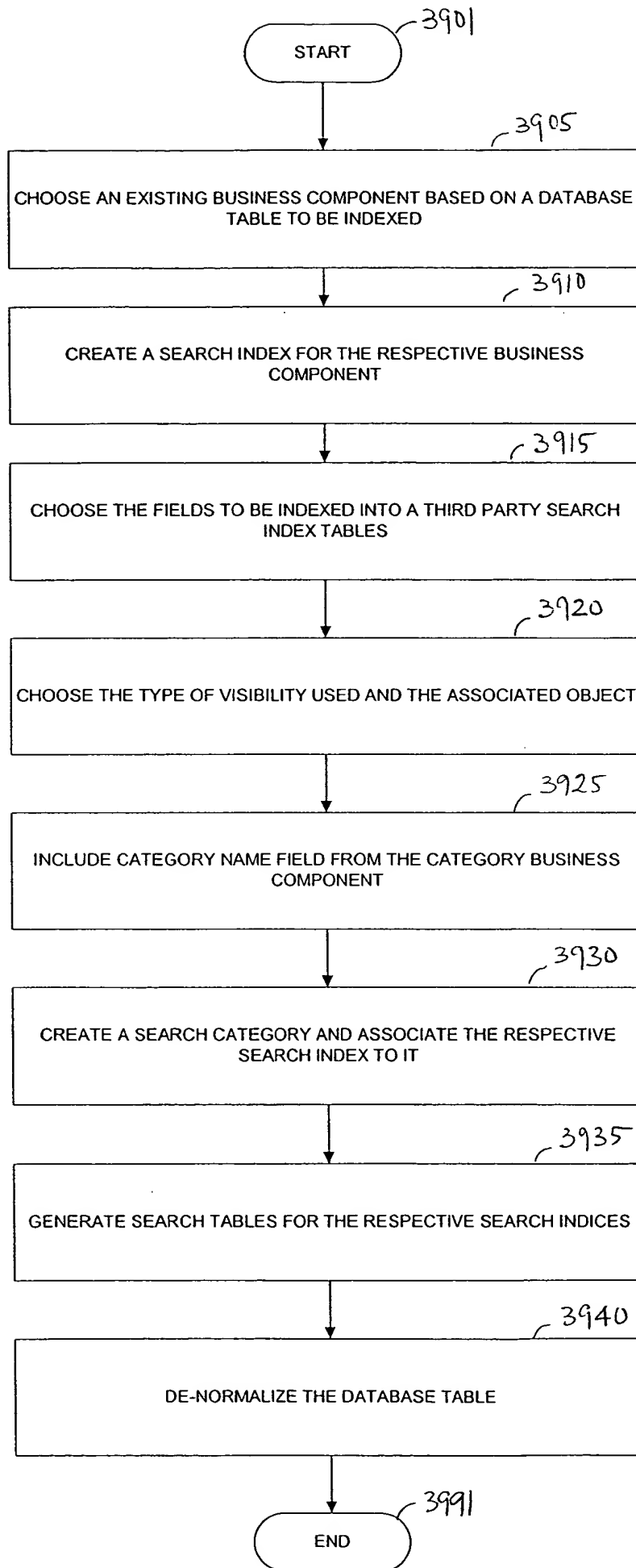
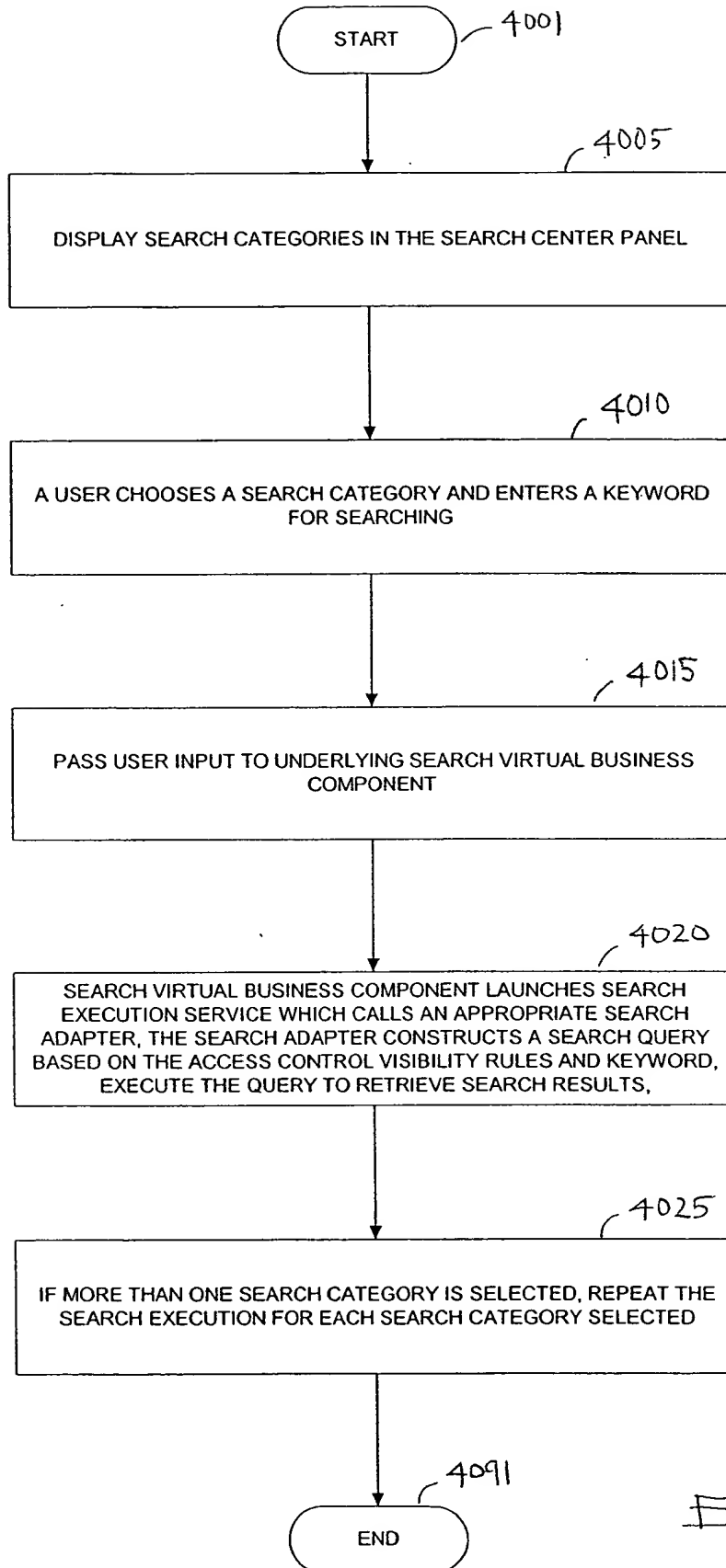


FIG. 39



4000

FIG. 40

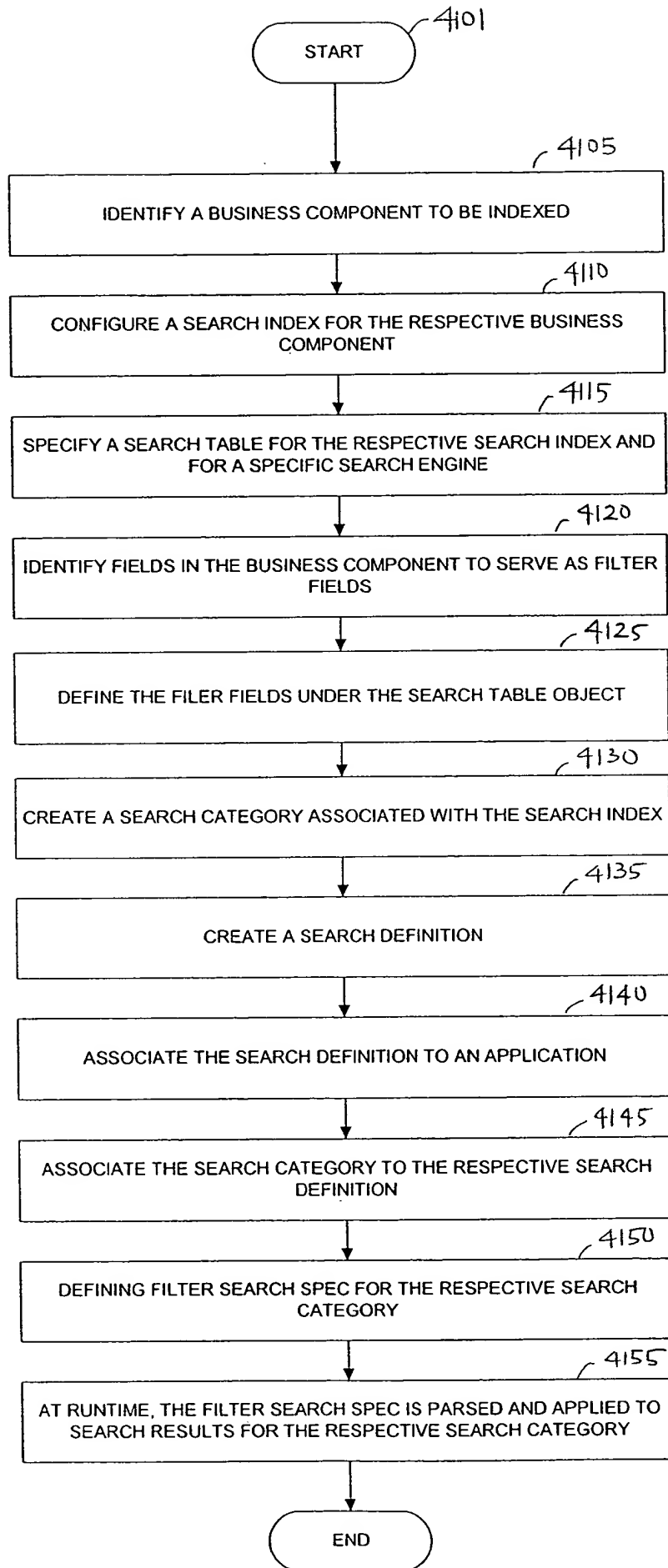


FIG. 41

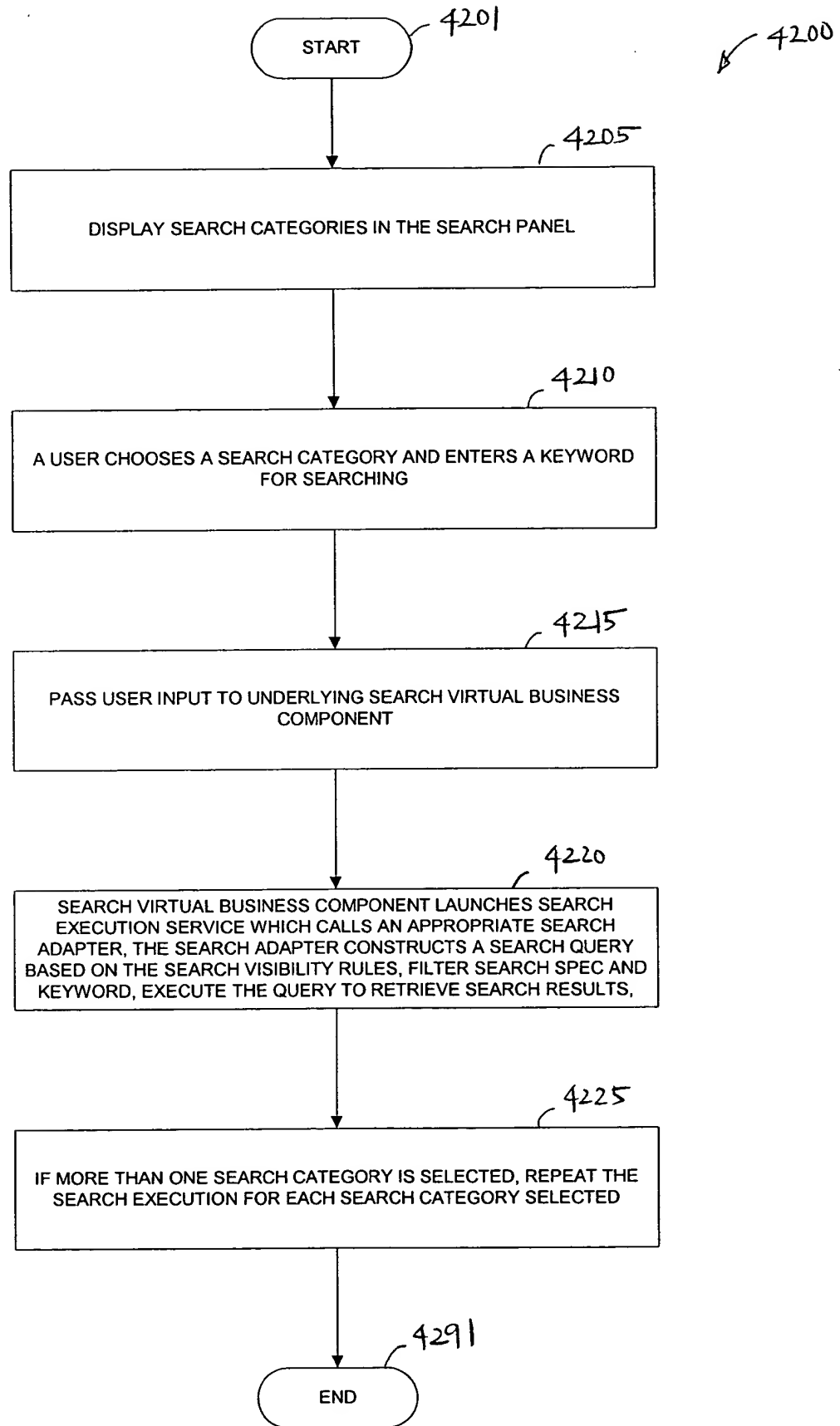


FIG. 42

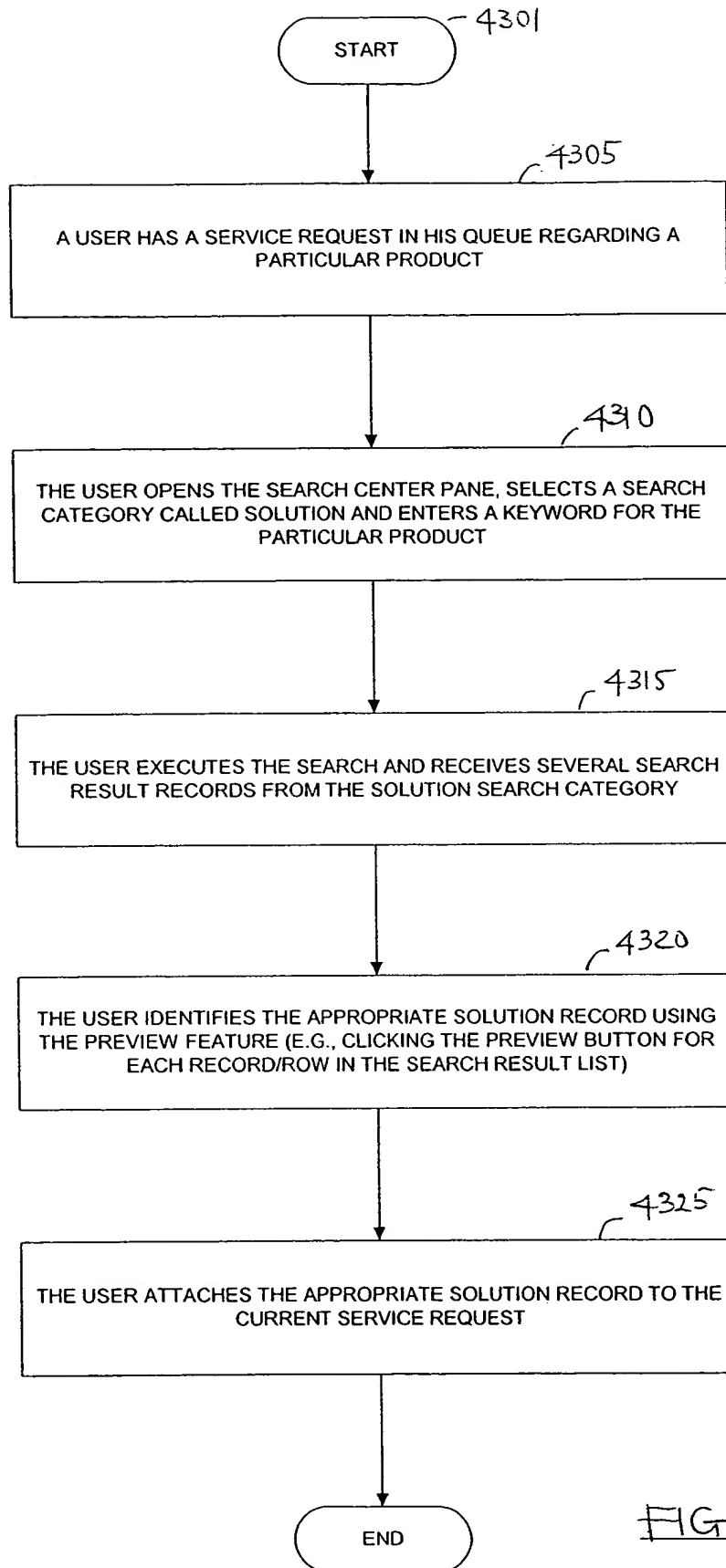


FIG. 43

FIG. 44

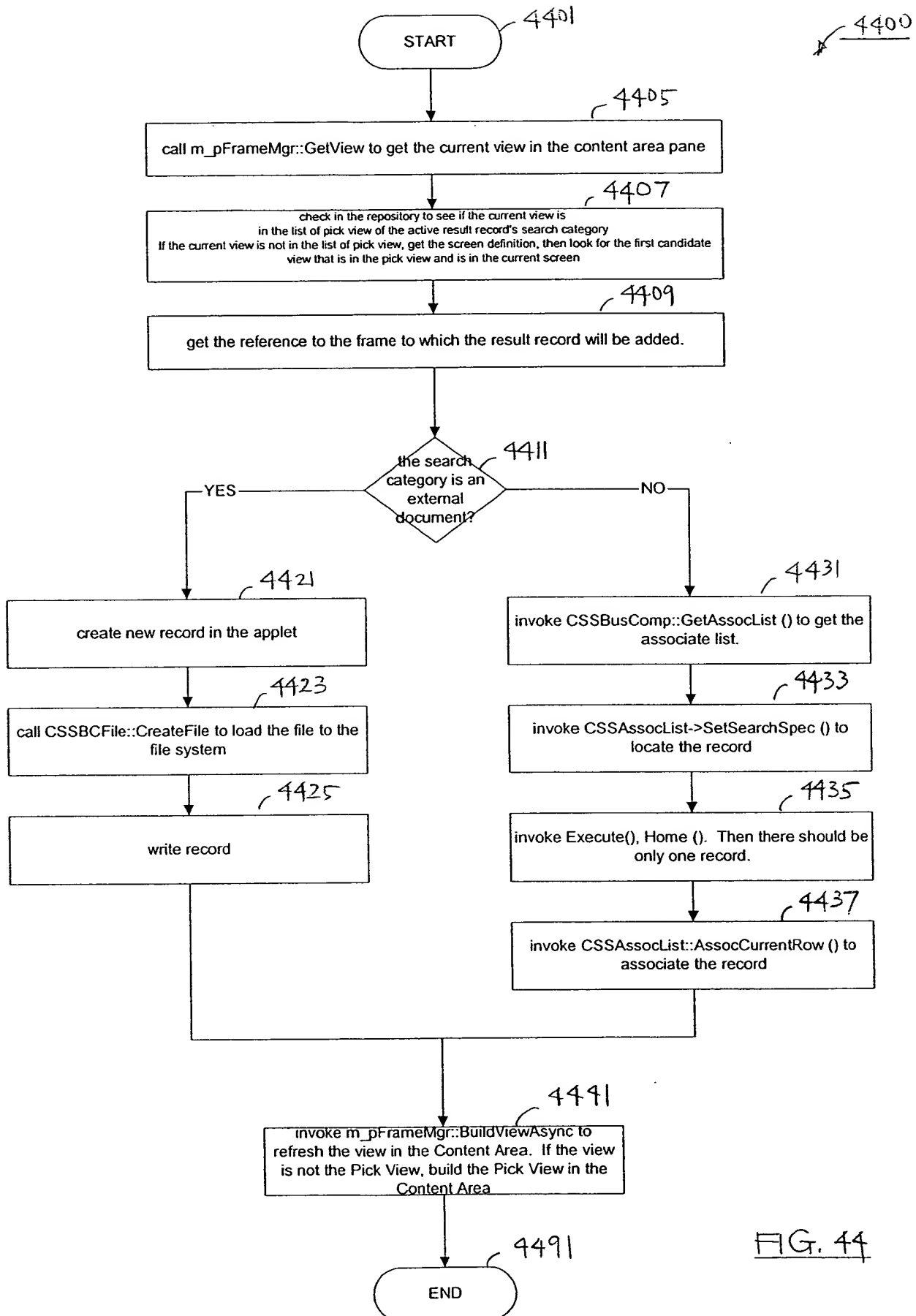


FIG. 44

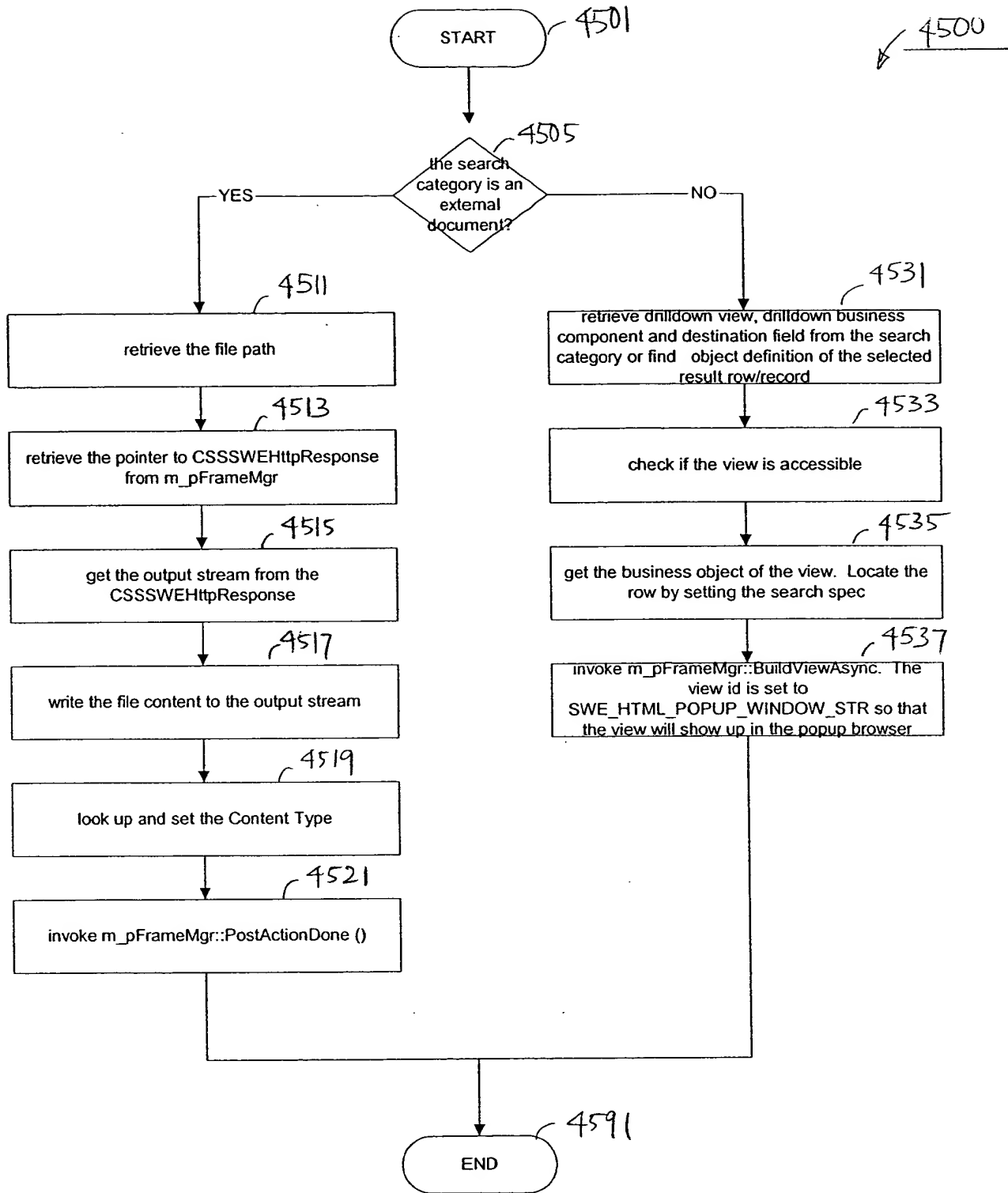


FIG. 45



4600

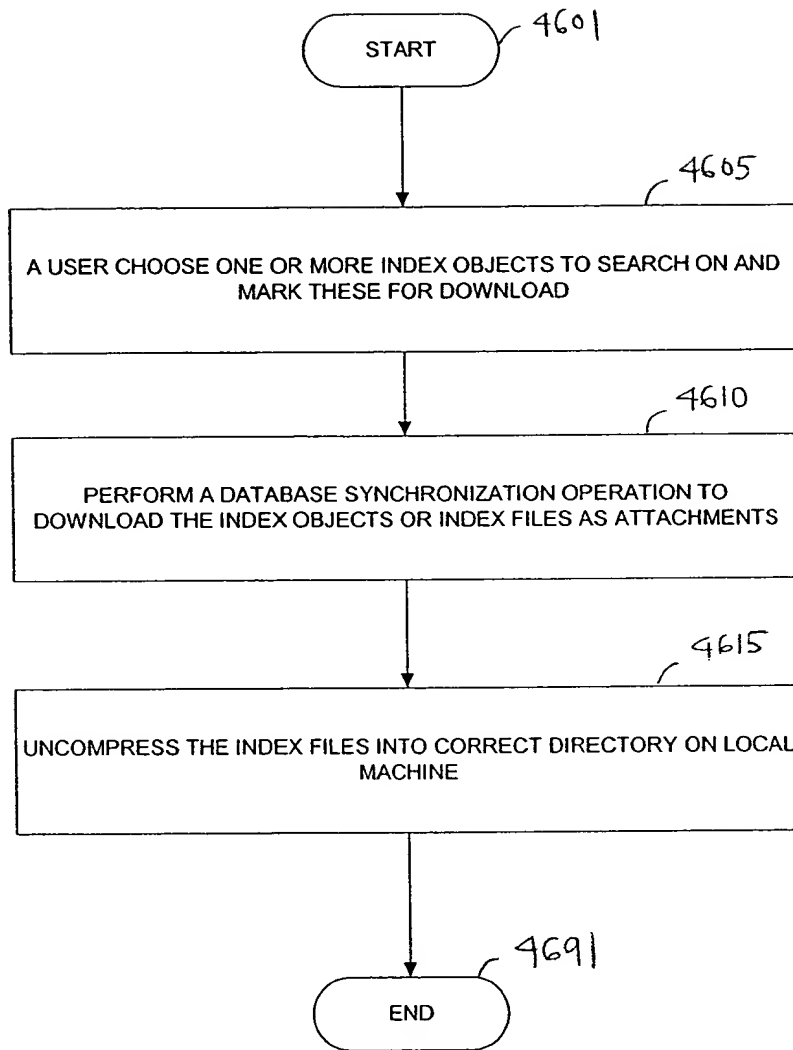


FIG. 46

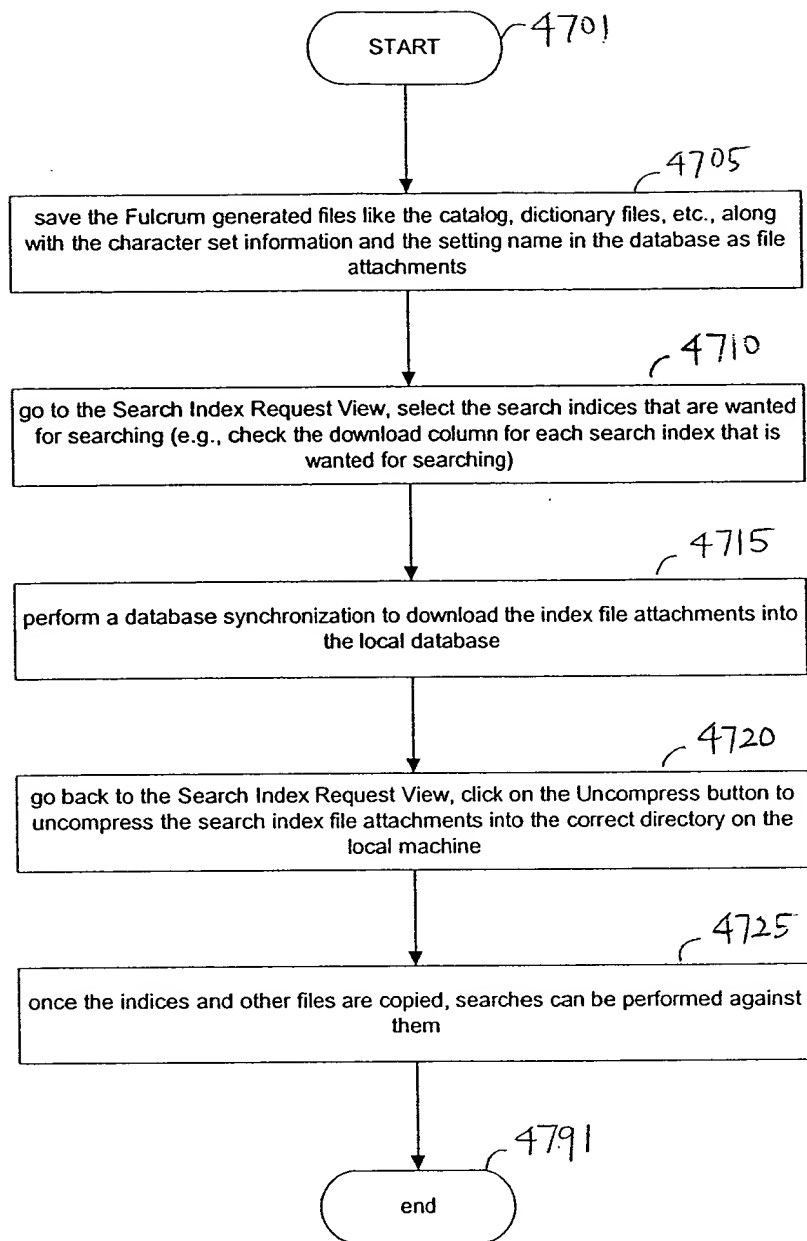


FIG. 47

FIG 48-355330

4800

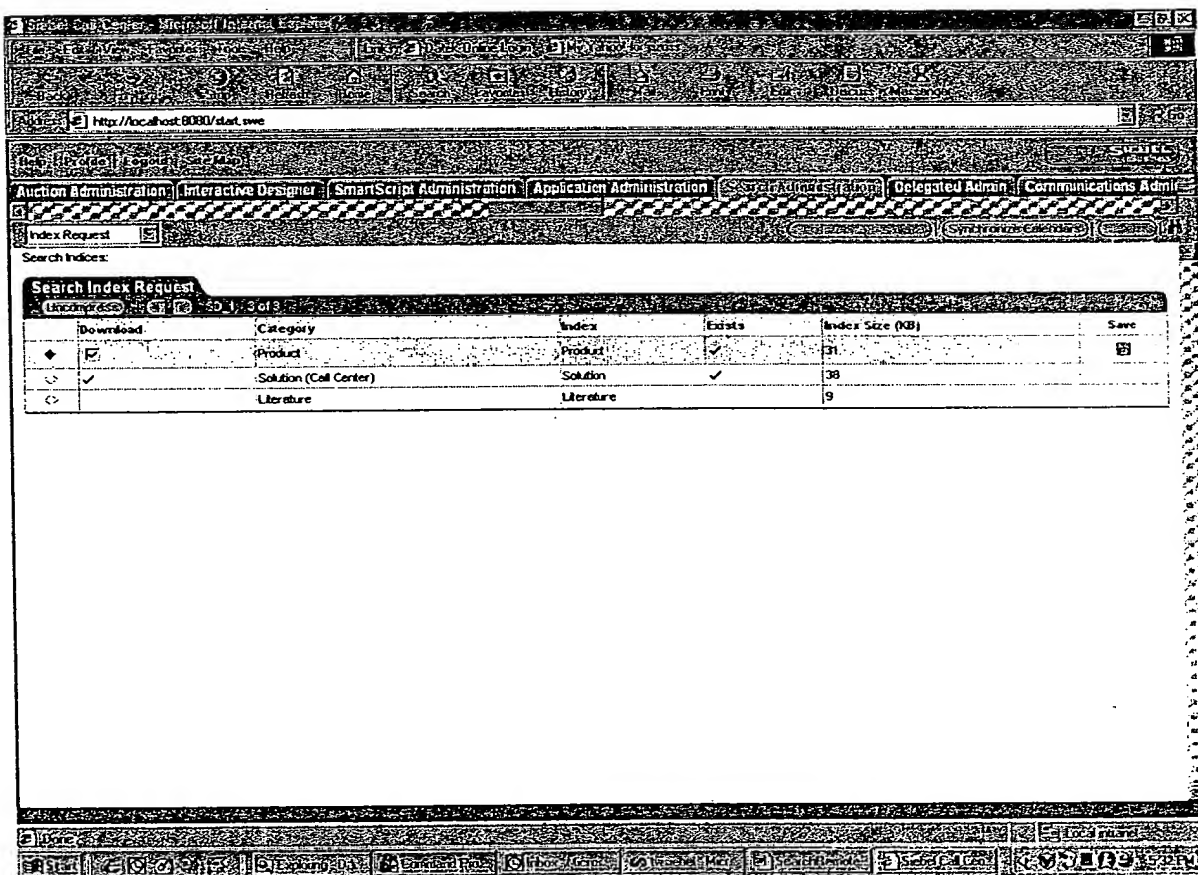


FIG 48

4900

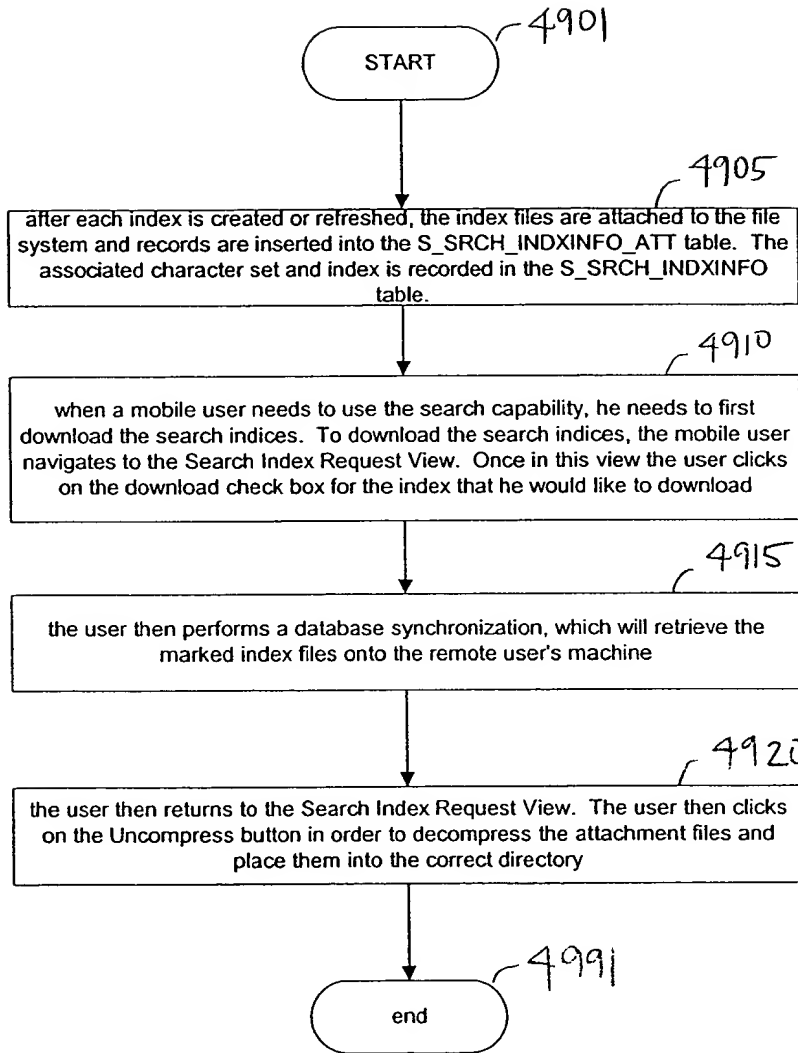


FIG. 49